

Securus Inmate Telephone Transition

IMPORTANT INFORMATION

The transition to the new provider of inmate telephone services for the Connecticut Department of Correction, Securus will take place on Monday, June 11, 2012.

Requesting GTL AdvancePay Prepaid Account Refunds

As part of the transition, all friends and family members with existing GTL AdvancePay prepaid accounts will be required to request a refund of unused account funds and setup a new account with Securus Correctional Billing Services (SCBS).

- If you had an account with GTL, you must contact Securus and establish a new account. Please *contact Securus Correctional Billing Services at (800) 844-6591*.
- You must contact GTL to receive a refund of any remaining funds on your old account. Please *contact the GTL AdvancePay Service Department at (866) 230-7761*.

Initial Free Call Offering

The State of Connecticut and the Connecticut Department of Corrections are transitioning all Inmate Telephone Services from GTL to Securus Technologies. As part of this process, and to provide the best opportunity for friends and families to experience minimal service disruption, Securus will provide up to ten (10) free five (5) minute telephone calls per inmate over the course of the first four (4) days of the new service. These free calls should be used to contact friends and family and provide notification of the service change as well as the contact information for Securus Correctional Billing Services (SCBS) to ensure that future calls can be successful.

- All approved inmate phone lists will stay the same.
- All inmate PIN numbers will also remain the same.

Please note: The automated phone system, which covers a number of states, mentions a \$6.95 fee. Connecticut has no fees attached to the inmate system. The automated system is generic throughout the country where they do pay fees. Connecticut families will be credited that sum